

SPW/B

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were filed on December 28, 2004, October 4, 2004, September 23, 2004, June 16, 2004, March 15, 2004, January 2, 2003, October 31, 2001, Applicants hereby call to the Examiner's attention the following documents:

U.S. Patent No. 5,920,477 to HOFFBERG et al., which issued on July 6, 1999; and

U.S. Patent No. 6,778,643 to SHAFFER et al., which issued on August 17, 2004 from U.S. Patent Application No. 09/532,038 which was filed on March 21, 2000, the application having previously been called to the Examiner's attention in

the above-mentioned Supplemental Information Disclosure Statement that was filed on March 15, 2004.

Further to 37 C.F.R. § 1.98(a)(2)(ii), copies of the above-cited patent documents are not enclosed herewith. However, if any copies are needed, the Examiner is respectfully requested to contact the undersigned.

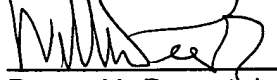
Applicants respectfully request that the Examiner consider the above documents and cite the same. The above-noted documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

Applicants note that since this Supplemental Information Disclosure Statement is being submitted before the mailing of a first Office Action after the filing of a request for continued examination under 37 C.F.R. § 1.114, no fee is believed necessary to ensure consideration of the submitted material. However, if an Office Action has issued and is crossing in the mail with this statement, the Commissioner is hereby authorized to charge Deposit Account No. 19-0089 any fee necessary to ensure consideration of the submitted material.

P20419.A10

Should the Examiner have any questions, the Examiner is invited to
contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert BUSHEY et al.



Bruce H. Bernstein
Reg. No. 29,027

William Pieprz
Reg. No. 33,630

March 2, 2005
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, VA 20191
(703) 716-1191

FORM PTO-1449

U.S. Department of Commerce
Patent and Trademark OfficeAtty. Docket No.
P20419Application No.
09/917,746

INFORMATION DISCLOSURE STATEMENT

BY APPLICANT

(Use several sheets if necessary)

Applicant
Robert BUSHEY et al.Filing Date
July 31, 2001Group
2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		5	9	2	0	4	7	7	07/06/99	HOFFBERG et al.			
		6	7	7	8	6	4	3	08/17/04	SHAFFER et al.			

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.